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ANIMAL CARE AND CONTROL CALL CENTER

In 2006, the Department of Animal Care and Control attempted to address the long-standing problems at their call center of dropped calls, unanswered calls and long hold times by using an Information Technology Fund grant to purchase and install a state-of-the-art Voice Over Internet Protocol (VOIP) communications system. This VOIP system has resolved some problems but created others.

The Department also implemented a centralized Call Center, which receives and routes all calls for service for the Department's animal shelters. Prior to the Call Center, each animal shelter received its own telephone calls directly, distracting staff from assisting customers at the shelter and other necessary job responsibilities. This Call Center has dedicated call takers which was intended to improve the way in which calls are received and routed.

However, since the Department now has a call center, problems of long wait times, dropped calls and misdirected calls remains.

WE, THEREFORE, MOVE that the Board of Supervisors direct the Chief Administrative Officer to work with the Department of Animal Care and Control to determine the best way to improve the Centralized Call Center, and report back to the Board in 30 days.

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Burke	_____
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Antonovich	_____
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